**Popular Training Courses for Scrutiny and Involved Customer Groups**

**Face to Face course - usually one day (day/ evening or some weekends),**

**On line – through Zoom, Skype or MS Teams or Go to Webinar – you choose for on-lone, then we find 2 to 3-hour sessions work best**

**Here are some suggestions - you can pick and mix or put together your own course!**

**Don’t see anything you like? suggest something – we can probably help**

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|  | **Suggested Courses** |
| **1** | How to interpret evidence into insightful balanced judgements |
| **2** | Making balanced judgements – techniques for collection and reporting results |
| **3** | How to use satisfaction surveys, face to face surveys with customers, focus groups and customer insight to benefit your scrutiny recommendations |
| **4** | Value for money – what is it, what is expected and how can tenants get involved? |
| **5** | Report writing and practice, for senior staff and Boards |
| **6** | Presentation skills and practice |
| **7** | Scrutiny and Complaints panels – working effectively with Boards, Councils and Committee structures, including advanced scrutiny and different methodologies |
| **8** | The Big Picture:  Where/how does housing services fit with Government priorities and what Is happening in related fields of Housing, Social care and the Third Sector |
| **9** | Interviewing skills – holding 121 and focus group discussions with experts, staff and tenants |
| **10** | Mystery Shopping, tenant surveys and reality checking services |
| **11** | Negotiating and influencing skills when reporting your findings |
| **12** | Complaints and feedback forms – what to look for, what to analyse and how to approach this |
| **13** | Researching and reviewing good practice for tenant panels |
| **14** | Co-regulation –what are the regulatory standards and what options do I have for delivering them |
| **15** | Writing newsletters people want to read |
| **16** | Project and event management techniques for tenant panels |
| **17** | A plan for communications and relationship management between Customer Groups with Senior Staff and Board |
| **18** | Effective action plans – what to look for and how to review progress |
| **19** | Managing budgets and grant funding |
| **20** | Scoping the project that will get buy in and make a difference and planning your work to reach a deadline |
| **21** | Equality and Diversity for scrutiny groups and how to involve and engage with local representative groups |
| **22** | Appraisals for Residents and Tenant Board Members – different approaches |
| **23** | Complaints under Localism and the role of designated persons |
| **24** | Different roles for tenants in complaint management and stakeholder management |
| **25** | Options – an Internal or a Designated Tenant Complaints Panel? Which one suits us best? |
| **26** | Getting something out of every meeting – being outcome focussed |
| **27** | Scrutinising performance and benchmarking data and reporting on this |
| **28** | Recruiting newly involved volunteers – making a plan and running some taster sessions |
| **29** | What is new in involvement – how do I make use of digital engagement |
| **30** | Role Descriptions and positions on involved groups |
| **31** | Modernising scrutiny and tenant panels work – fast and sounds results |
| **32** | Election of chair, vice chair, coordinators and other positions on committees - which to choose and best practices for success |
| **33** | Introduction to scrutiny, the skills you need to learn and what is involved |
| **34** | Board Members. assurance from involvement and getting the most of the experience and of tenants and local people on committees |
| **35** | Reviewing your customer engagement – developing a plan for review of your Customer Involvement Strategy |
| **36** | Partnership Working and relationship building between customer groups |
| **37** | If scrutiny takes 17 weeks – how do we do this faster and still maintain the quality of our work? |
| **38** | Advanced Scrutiny – deeper diving and developing a plan to polishing your skills |
| **39** | New groups – developing our purpose and how will we achieve this |
| **40** | Tenant Cashback – how to set up your pilot |
| **41** | Complaints – Internal tenant Panels – best practice |
| **42** | Complaints Panels: preparation, evidence, interviews, planning your pre meetings, holding a review meeting and how to report your findings |
| **43** | Complaints – Designated Panels – forming a plan to train and prepare your panel |
| **45** | Designated Panels - skills and training for dispute resolution |
| **46** | Advocacy training for Complaint Panels and customers |
| **47** | Designated persons – role of Councillors and MPs and how to work with fellow designated persons |
| **48** | Reviewing complaints policies and complaint performance data |
| **49** | Chairing skills and skills for other tenant roles |
| **50** | Cross landlord shared services and skills for tenant involvement |
| **51** | Managing conflict and stress and removing barriers to engagement |
| **52** | Appreciative enquiry – solving neighbourhood issues with the community |
| **53** | Data protection – what can we access and what is out of bounds |
| **54** | Independence – how get your point across when you are not the decision maker in such a way as it makes a difference |
| **55** | Neighbourhood planning – supporting customers to engage |
| **56** | Team Building for tenant groups |
| **57** | Staff Training – what’s hot and what’s not in customer engagement |
| **58** | Volunteering – customer involvement into work, training and education |
| **59** | Consultative Panels – Making them work for customers and landlords |
| **60** | Consulting on Policies – How to make the customer challenge positive |
| **61** | Reviewing and evaluating your customer scrutiny – advanced scrutiny |
| **62** | Reviewing your customer involvement strategy |
| **63** | Aligning involvement with business and governance needs |
| **64** | Working with your customers to define social value |
| **65** | Value for money – the role of customers in the annual statement |
| **66** | Customer involvement for back line staff |
| **67** | The benefits of customer engagement for boards |
| **68** | Reviewing regulatory obligations and customer promises with customers |
| **69** | Reviewing the role of your main consultative groups |
| **70** | Focusing your neighbourhood involvement offer |
| **71** | Leadership skills and chairing skills for customers |
| **72** | Designated panels – techniques to deal with difficult people and complaint cases |
| **73** | Difficult consultations on services – how customers can contribute |
| **74** | Setting goals and ensuring delivery of your work |
| **75** | Monitoring action plans through governance and involvement structures |
| **76** | Using the customer journey to understand what needs improving |
| **78** | Relationship management with tenants, staff and boards |
| **79** | Managing change |
| **80** | Measuring success and Value of engagement |
| **81** | Volunteering and promoting your group |
| **82** | Having a bigger impact in your neighbourhood – (as well as housing) |
| **83** | Supporting resident engagement in building safety and refurbishment |
| **84** | Tenant Rights and understanding the service offer |
| **85** | Setting service standards and performance targets with residents and monitoring these |

**We also deliver:**

* 1-2-1 mentoring service for chairs/residents of tenant panels
* Support for new members of tenant panels to get them up to speed
* Development for new/existing resident board members who want to know more about governance and strengthening their impact
* Setting up and running a new customer Board/Committee, with impact
* Support for staff new to resident involvement
* Reviews of customer involvement, engagement and empowerment strategies
* Scrutiny panel, complaint panel or other panel, independent support
* Training and development needs analysis for residents and panels

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